

Dear Valued Customer:

Attached is a list of modifications in policies and procedures in the permitting process. These modifications reflect changes in business practices that will enable Metro Water Services to continue to make doing business with us easier, ensure equitable billing for our ratepayers and protect the public drinking water supply. These changes have been reviewed and are supported by the Trades Advisory Council. To allow ample time for our customers to plan for these changes, an effective date of October 1, 2003 has been determined.

I would like to take this opportunity to share some information about the Trades Advisory Council. Many of you participated in a survey conducted in November 2002. As a result of the feedback received from this effort, the Trades Advisory Council was created to provide a method for gathering input and insight from our customer base concerning issues that impact Metro Water Services' Permitting customers.

The goal of this group is to facilitate improved communication and promote customer participation concerning Water Services' policies and procedures and how they impact the construction, plumbing and engineering community of the greater Nashville area.

Council members were selected from volunteers who represent the diverse customer groups we serve. Representatives from various sections of MWS also serve on the Council. Meetings have been held semi-monthly. Agenda items are suggested by the membership. Areas needing clarification or improvement were identified as priorities for this group, and continue to be addressed. Our goal is to make it easier for our customers to do business with us, and to work together to develop solutions and make improvements that will be acceptable to both MWS and the customer.

I will be glad to answer any questions or address any concerns you may have. Please feel free to contact me at any time at 862-7226 or via email as follows: [mary.jackson@nashville.gov](mailto:mary.jackson@nashville.gov).

Sincerely,

Mary Ellen Jackson  
Process Owner, Customer Connections

Cc: Trades Advisory Council Members  
Jack Steakley, Steakley Plumbing  
Andy Ward, Republic Plumbing  
Jim McLean, McLean Builders  
Eric Holt, Holt Plumbing  
Tony Smith, Plumbers of Nashville  
Elizabeth Stump, Littlejohn Engineering  
Eba Hobbs, R.C. Mathews Construction  
Lance Hornbuckle, Hornbuckle Plumbing  
Mike Morris, MWS Engineering  
Gary Ragland, MWS Customer Service  
Ronnie Russell, MWS System Services  
Martha Segal, Assistant Director Customer Service

MWS PERMITTING  
POLICY AND PROCEDURE CHANGES  
EFFECTIVE OCTOBER 1, 2003

1. MWS will no longer furnish residential irrigation meters. *While we encourage the use of these meters, the cost should be the responsibility of the customer since an irrigation meter is not considered standard service for all customers.*
2. Distributors of commercial meters will wire the MXU at the time of purchase by contractor or plumber and be responsible for providing MWS with the necessary information. MWS field activities will inspect and complete process after installation. *This will save our customers two trips to the MWS Customer Service Center to drop off and pick up meters.*
3. Initial inspection of meter installation will be automatically scheduled ten working days after the set meter permit is issued. If an earlier inspection is needed, it can be scheduled with the Customer Connections staff. *This will ensure our customers timely inspections and eliminate the need for them to call to set this up. This will also ensure meters are placed in the service locations in a timely manner and allow MWS a more accurate tracking method.*
4. To acquire a final Use and Occupancy approval from the Customer Connections staff, final inspection must be scheduled by contractor/developer. The following standards must be met:
  - Meter Box standards
    - i. Meter should be located in box so there are between 24 and 28 inches from top of meter to top of box
  - Appropriate location for meter box
    - i. Boxes will not be approved in driveways
  - Properly mounted MXU
    - i. MXU should be located approximately 1-3 inches from the top of the meter box and positioned so the meter register odometer remains visible for visual confirmation readings. Meter and box must be accessible after final grading and landscaping.
  - *Customers using these guidelines in planning should eliminate the need for remedial work at sites saving time and money.*
5. Unless previously approved, all backflow assemblies must be installed immediately behind the meter or property line valve. *This will protect the community's water supply so all of our customers can be assured a safe source of water.*
6. Service line from meter to backflow device must be copper or Class-52 DIP (ductile iron pipe). *This will ensure lines meet MWS specifications.*

*Please remember you must schedule final meter inspection a minimum of 48 hours prior to needed approval. We will not be able to guarantee same or next day requests.*